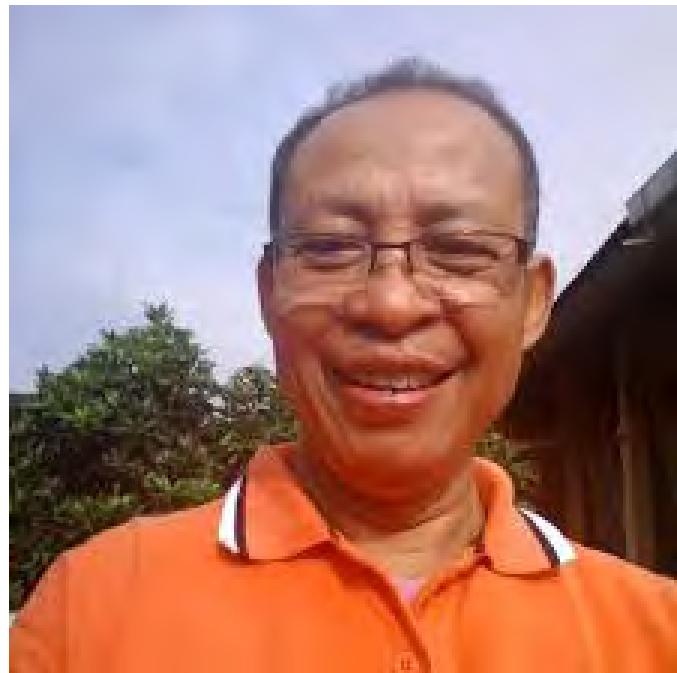


11/25/2018



SPHM  
HOSPITALITY

SPHM – HEALTH SPA & RECREATION JOB DESC



By: | Agustinus Agus Purwanto, SE MM



# Health Spa & Recreation Job Decks.



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## Job Descriptions – Health Spa & Recreation

- 1.01 Spa Manager**
- 1.02 Assistant Club Manager**
- 1.03 Spa Clinic Supervisor**
- 1.04 Massage Senior Therapist**
- 1.05 Therapist**
- 1.06 Beautician**
- 1.07 Receptionist**
- 1.08 Fitness Manager**
- 1.09 Fitness Instructor**
- 1.10 Sport Manager**
- 1.11 Sport Attendant**
- 1.12 Life Guard Supervisor**
- 1.13 Life Guard**
- 1.14 Pool Attendant**
- 1.15 Tennis Coach**
- 1.16 Kid Club Attendant**



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## Job Description

**TITLE:** SPA MANAGER

**DEPARTMENT:** Health Club & Leisure – Room Division

**REPORTS TO:** General Manager

**JOB SUMMARY:**

**DUTIES & RESPONSIBILITIES**

1. Responsible for providing high quality service to all customers as assigned by Spa management.
2. Proficient in all phases of skin care, waxing, body, massage, spa and hydrotherapy treatments.
3. Knowledge and application of skin care, body and spa products.
4. Responsible for the training of the Beauticians and Therapists with regards to client care, procedures and product knowledge.
5. Responsible for monthly promotions.
6. Responsible for the beauty article in the monthly newsletter.
7. Responsible to motivate your Spa staff with regards to the selling of beauty and spa products and courses of treatments and offer incentives if need be.
8. Develop promotional packages and products for special occasions, i.e. Christmas, Valentine's Day etc.
9. Oversee the Hair and Beauty Salon and Hair Stylists.
10. Responsible for reviewing the price list from time to time if need be.
11. Responsible for the Spa consultations and course cards.
12. Responsible for the appointment bookings sheet and the training of Member Relations staff how to take bookings and confirm appointments.
13. When needed be available to do all treatments as listed on the price list.
14. Be available to answer questions, train front desk staff on treatments available at the Spa.
15. Hold weekly training workshops with all Spa Staff and use other staff in the Health Club for models so they can also promote the treatments.
16. Establish rapport with customers to encourage continued business and regular clients.
17. Monitor stock levels of all supplies necessary for beauty, spa and massage service and submits requisitions for products and accessories as required.
18. Ensure hygiene standards of The Spa are adhered to at all times and train the staff on how to clean their equipment.
19. Check the cleanliness of the treatment rooms including the relaxation room, the shower in each room, the floor, towels set up, vaporizer, all accessories in the treatment room, make sure no dust left and spotless
20. Fill in the check list form for Beauticians and Therapists to fill in when they cleaning the



treatment rooms and checking all the equipment condition.

21. Check the commission of Beauticians and Therapists, work together with Asst. Club manger to make any correction
22. Complete Inventory report by the end of each month and submit it to Cost Control depart
23. Be active to create new monthly promotion and drives the staff on selling the program
24. Check the stock of all products supply and make the request when necessary

The responsibilities are:

1. To provide high quality service to all costumer when entering the Spa and high quality staff to conduct the best service.
2. Make sure the standard of performance and procedures are applied at any time.
3. Motivate the Beauticians and Therapists to selling every promotion program we have in order to increase the revenue.
4. Increase the revenue of spa treatments.
5. To provide the well- trained and professional Beauticians and Therapists to conduct all kind of treatments we have at the Spa.
6. Establish rapport with costume to encourage continued business and regular client.
7. Make sure the operation of Spa Clinique when well and smooth, this is also involved the reception staff and sport attendant staff.
8. To provide the clean, nice and comfortable environment at the Spa area, including treatment rooms, relaxation room and locker room.
9. To make sure the operation of reception going well and the counter never leave unattended.
10. To up to date spa treatments, information of spa treatments and checking the new spa open around the area.
11. Stand by at reception counter when no reception available and make any payment necessary through VHP.
12. Be available to work with clients when needed.
13. Work together with Sport Attendant for any stocks of room set up and check the member's locker room when no Sport Attendant available.
14. Check the appointment and booking book from time to time to make sure all clients receive the best service
15. Doing the competition survey once a month in order to increase our service to clients and always surprise and delight client with different program all the time.
16. Check the competitor price list and treatments for comparison.
17. Checking all the regular client and give them call when we have a special promotion.
18. Work together with Product Supplier to make Training Schedule on product knowledge, skill and other topic necessary with lecture and practical session.
19. Work together with Asst. Club Manager or Training Manager to conduct up-selling training and English lesson.
20. Conduct Beauticians and Therapists briefing regarding the operations of Spa Clinique, program and promotion, etc and with Reception and Sport Attendant if necessary.



## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

1. Spa treatments skill, beauty products skill
2. Able to lead and manage people, able to communicate with customer at all level, able to give training on the Spa treatments and massage, able to supervise beauticians and therapists.
3. Knowledge required: spa treatments and hydrotherapy procedures, safety aspect procedures, room set up procedures.
4. Good command of verbal and written English at intermediate level.

### **DESIRABLE QUALIFICATIONS:**

1. Beautician School graduated
2. CPR certificate, certified beautician.
3. Min. experience 4 years as Spa Manager
4. Must be able to contact with all levels of personnel within the hotel and with the hotel guests.
5. Must be able to communicate with customer at all level
6. Minimum 4 years experience as supervisor or 2 years in the same position.

### **APPEARANCE:**

All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.

Hair should be kept neat and clean. Long hair should be swept back from the face, tied up at all times. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.

All staff should wear minimal make-up to project the image of our profession. Make-up should be minimal and tastefully done.

Finger nails should be kept short, clean and manicured. Only clear nail polish is allowed.

Flat white rubber soled shoes must be worn in line with the uniform. Other shoes are not allowed.

All staff should maintain a professional image at all times. Small and light jewelry may be worn. However rings are not to be worn during treatments.

All staff are expected to pay attention to their personal hygiene especially body odor and oral freshness.

Avoid wearing heavy fragrances and deodorants.

Staff must wear a smile. Warm, genuine and welcoming faces always help clients become comfortable with the environment.



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#### LANGUAGE;

All staff must project a professional image of the beauty profession in speech and conduct.

Avoid speaking in loud voices when in The Spa.

All discussions or meetings must be kept behind closed doors.

Always adopt a friendly tone when engaged in conversation with your clients. A soothing and friendly voice helps the client relax and makes them more receptive to treatment.

Refrain from speaking with other colleagues in an informal manner in the presence of your clients.

Never use abusive language or swear in the presence of clients.

All staff should always convey professionalism through body language.

Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

#### DISCIPLINE;

All Beauticians must report to work at least 15 minutes before commencement of shift.

Staff should be in uniform and ready to receive their first client. Remember you are working in the service industry and it is bad business practice to come in after your client has arrived.

No staff is permitted to leave The Spa before completing the official working hours UNLESS permission has been given by the Club Manager.

All staff must punch their time card before and when leaving work.

#### THE SPA'S RULES;

Noise level within The Spa must be kept to a minimum to create and maintain an ambience conducive for relaxation. Remember your client is here to RELAX.

Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in hotel's canteen.

Smoking and consumption of alcohol is prohibited in The Spa.



### **PERSONAL MATTERS;**

Staffs are not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problem, speak to your Manager.

Staff must not make personal telephone calls unless it is very important.

Staff must keep their belongings in the staff lockers provided in The Spa Health Club.

### **CLIENT HANDLING;**

All Therapists and Beauticians are not allowed to change the client's appointment unless it is personally requested by the client.

Staff should not hang around public places if they are not busy. They must wait in the staff locker area.

Confidentiality of client's records must be maintained. Client's consultation cards must never be left unattended.

### **EMPLOYEE RELATIONS;**

The success of The Spa depends on the teamwork, excellence and dedication of its staff. We should all work towards creating a happy and efficient working environment.

Speak positively toward each other. Offer encouragement and compliments when deserved.

Share your knowledge, skills and ideas to promote advancement of skills and treatments.

Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.

Refrain from gossiping among your colleagues. Criticisms and personal opinions should be kept to yourself.

Staff should not compete for clients.

Staff should be helpful toward each other in their duties and responsibilities.

## **BUSINESS ETHICS**

### **The Spateam always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.



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We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our Spa and about Indonesia.

## **CONFIDENTIALITY**

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be Added, as it shall be required.**

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: .....

Personnel Manager: ..... Signed: ..... Date: .....



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## Job Description

**JOB TITLE:** Assistant Club Manager

**DEPARTMENT:** Health Club & Leisure – Rooms Division

**REPORTS TO:** Club Manager

**SUPERVISES:**

**JOB SUMMARY:**

Responsible on day to day operational the Spa, Health Club, make sure that the standard of performance is conducting by the staff at all time. Responsible for making the working schedules and conducts staff training in regular basic. Involve on the membership programs, sales and promotion of the Spa and working on the floor with instructors to make sure members receive the best service. Work together with Spa Manager on making the Spa promotion.

**DUTIES AND RESPONSIBILITIES:**

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Make the schedule of staff training in regular basic; must include all aspect (Instructors, Receptions, Sport Attendant, and Beauticians/Therapists). At least one training should be carried out once a week.
2. Work together with Spa Manager to arrange training schedule on the skills and products knowledge for Beauticians and Therapists. At least one workshop or training should be carried out once a week.
3. Conduct briefing for all staff at least 3 times a week in order to passing the newest information to staff
4. Be active to create new and attractive aerobics classes, and other fitness program.
5. Make regular Motivational Program, at least 4 times in one year.
6. Change the notice board once a month with up to date news and exercises, with photo and picture to make it attractive.
7. Submit health and fitness article to Club Manager one week before end of each month for monthly newsletter to members.
8. Find the information regarding training or courses on aerobics classes or fitness program knowledge from any fitness association.
9. To be proactive on motivate members by giving advice with regards to their exercise program and working together on the floor with instructor and teaching aerobics class at least once a week.



10. Check all members' health appraisal record in order to know whether all members have given the Personal Appraisal and the exercise safety questionnaire is completed.
11. Check all the equipment in the gym including television and sound system and contact the supplier or engineering dept. when we need some reparation.
12. Check the Maintenance Record (From Maintenance Contract) in order to know whether the service schedule and record are completed.
13. Selling and promoting Personal Training program.
14. Selling and promoting all Spa Clinique program.
15. Work together with Training Manager to conduct upselling training for all staffs.
16. Make the gym check list, locker check list, treatment room check list (including relaxation room), reception check list and swimming pool check list.
17. Go around the facilities from reception area, gym area (including guest toilet), instructor room, juice bar, aerobics room, locker room, wet area (sauna, steam & whirlpool), relaxation room, treatment room, machine room, hair salon, swimming pool (including guest changing room), pool house, 3 times during your shift in order to make sure all clean and on standard.
18. Fill in on duty list in order to do action ASAP if necessary.
19. Make schedule of General Cleaning for Sport Attendant, Beauticians/Therapists, Instructor and Reception.
20. Stand by at reception counter when they need to leave the counter during their shift and make all the payment when necessary through micros.
21. Giving the correct information regarding Le Spa facilities and services, spa treatments and other programs conduct at the Spa for members, in-house guest, outsider or prospect members.
22. Stand by at the gym when instructors need to leave the area during their shift.
23. Send any staff to stand by at swimming pool when the sport attendants are busy and members or in-house guests are using the swimming pool.
24. Conduct training for Sport Attendant on chemical knowledge, contact Engineering Supervisor to do the training or call chemical supplier to conduct questions and answer session.
25. Contact Training Manager to seek the information regarding lifeguard course certification and select the staff to join the course and give them physical training before they take the certification.
26. Every 20<sup>th</sup> of the month make the attendance record and send to DHA for approval before submit to HRD.
27. Check the membership payment record and ask the membership administrator to make warning letter to members which overdue.
28. Completed the monthly Daily Cashier record everyday, never delay it in order to solve the problem as soon as possible when there is mistaken posting.
29. Check the list of members that has problem with the credit card and work together with Membership Administrator to contact them in order to get the new number.
30. Make the planning of Member's Gathering and work together with Banquet Depart. on preparation.
31. Make a warning letter for staff who break the company rules which already written in PKB.



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- 32. Checking guest supplies inventory and make an order through VHP or delegate it to one of the staff who's been trained on VHP.
- 33. Work together with Spa Manager to check the products stock and make any order when necessary.
- 34. Make the commission report for Beauticians & Therapists on every 20<sup>th</sup> of the month as well as the commission personal training for Instructor and nutritionist.
- 35. Handle guest comment and complaint in a polite and professional manner.

#### **The responsibilities are:**

- 1. To provide high quality service to all costumer when entering the Spa and high quality staff to conduct the best service.
- 2. To make sure all the standard of performance are conducting by all staffs.
- 3. To motivate the Instructors to learn and update their current qualifications and their knowledge on health and fitness.
- 4. To make sure members are receive the latest and up dated news and knowledge regarding fitness and other news related to health and fitness.
- 5. To make sure Instructor giving the best service at all times and follows the standard.
- 6. To increase the revenue through all programs/packages we have at the Spa, including Spa Clinique, Personal Training and others (Locker rental, etc)
- 7. To make sure all the staff has up selling skill in order to increase the revenue.
- 8. To increase the sense of responsibility of the staff toward working and sense of belonging.
- 9. To make sure the cleanliness all facilities, including swimming pool and staff locker area, as well as all the fitness equipment.
- 10. Make sure all the staff doing the checklist, fill in the form and doing it properly.
- 11. Make sure all facilities in good condition and on standard.
- 12. To keep the reception, gym area, swimming pool is not left unattended.
- 13. To make sure the swimming pool is clean and the water is well maintain (right chemical is given for the water treatment)
- 14. To make sure the safety and security is always applied and no life is at risk.
- 15. To make sure that the Membership Administrator did collected the monthly payment through the auto pay form and completed the payment file report to be send to EAM every 2<sup>nd</sup> week of each month.
- 16. On maintaining the staff discipline and make sure they don't disobey companies rules which already written in PKB.
- 17. To make sure all the guest supplies are enough for day to day operation of the club, including all the products for spa treatments.



## **JOB PROFILE**

### **SKILLS AND KNOWLEDGE REQUIREMENTS**

1. Must be able to communicate in English writing and speaking and other languages that are an advantage.
2. Must be experience and familiar with Club administration.
3. Must be carried Personal Training Certification.
4. Must be carried CPR certification.
5. Must be carried Instructor and Aerobics certification from any Fitness Association, local or overseas.
6. Must be able teaching various types of Aerobic Classes.
7. Must have experience on overseas training or convention as well as local training and convention on Fitness & Health, Aerobics Classes, Spa Business.
8. Have the knowledge of body anatomy, muscle, safe exercise and able to make Personal Fitness program.
9. Know the computer programs, word and excel.

### **DESIRABLE QUALIFICATIONS**

1. Must be able to contact with all levels of personnel within the hotel and with the hotel guests.
2. Must be able to communicate with all costumer at all level
3. Must be able to supervise junior employee and have the leadership skill to managed people.
4. Must have the experience on giving training for all staff.
5. Minimum Senior High School graduated.
6. Minimum 4 years experience as Chief Instructor or 2 years experience in the same position.
7. Must have very good knowledge of the English language, in speaking, reading and writing

### **WORKING CONDITIONS**

Working on shift Morning from 07.00am to 04.00pm or from 08.00am to 05.00pm  
Afternoon from 11.00am to 08.00pm

Willing to work longer hours as required and to change days off as needed

### **NEEDED ATTRIBUTES**

**Attitudes:** Open minded person, outgoing person, polite and humble



**Temperament:** Friendly, calm but strict and able to work under a lot of pressure.

## **BUSINESS ETHICS**

### **The Spa team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our Spa and about Indonesia.

## **CONFIDENTIALITY**

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.**

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee:..... Signed: ..... Date: .....

Department Head:..... Signed: ..... Date:....



Personnel Manager: ..... Signed: ..... Date: ...

## Job Description

**JOB TITLE:**

**Spa Clinique Supervisor**

**DEPARTMENT:**

Sports & Leisure – Room Division

**REPORTS TO:**

Club Manager

**SUPERVISES:**

Beautician/Therapist

**JOB SUMMARY:**

Responsible on day to day operation in the Spa Clinique

**DUTIES & RESPONSIBILITIES:**

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all customers as assigned by the Spa management.
2. Proficient in all phases of skin care, waxing, body treatments, massage, spa and hydrotherapy treatments.
3. Knowledge and application of skin care, body and spa products.
4. Responsible for the training of the Beauticians and Therapists with regards to clients care, procedures and product knowledge.
5. Work together with the Club Manager for planning the monthly promotions.
6. Responsible for the beauty article in the monthly newsletter.
7. Responsible to motivate your Spa staff with regards to the selling of beauty and spa products and courses of treatments and offer incentive if need be.
8. Develop promotional packages and products for special occasion, i.e. Christmas, Valentine’s Day etc.
9. Oversee the Hair and Beauty Salon and Hair Stylists.
10. Responsible for reviewing the price list form time to time if need be.
11. Responsible for the Spa consultations and course cards.
12. Responsible for the appointment booking sheet and the training of Members Relations staff how to take booking and confirm appointments.
13. When needed be available to do all treatments as listed on the price list.
14. Be available to answer question and train front desk staff on treatments available at the Spa Clinique.
15. Hold weekly training workshops with all Spa Clinique Staff and use other staff in the Health Club for models so they can also promote the treatments.
16. Establish rapport with customers to encourage continued business and regular clients.
17. Monitor stock levels of all supplies necessary for beauty, spa and massage service and submit requisitions for products and accessories as required.
18. Ensure hygiene standards of The Spa are adhered to at all times and train staff on how to



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- clean their equipment.
- 19. Check the room set up and cleanliness of the treatment room.
- 20. Work together with the Beauticians and Therapists on the general cleaning (showers, all accessories in the massage room, all equipment).
- 21. Other duties as assigned by Club Manager

## **1. CUSTOMER SERVICE**

- 1. Enthusiastically greet and check in guests as they enter (track and control Spa usage)
- 2. Welcome guests to Le Spa; initiate the registration process; collect guest fees as applicable; record guests and file
- 3. Offer a parting wish to all guests as they exit the Spa
- 4. Answer all incoming telephone calls; forward them professionally and efficiently; take accurate messages as needed
- 5. A clean, neat and professional appearance must be maintained at all times

## **2. COMMUNICATION**

- 1. Assist with them Spa administrative duties such as mailings, faxing, telephone campaigns, etc...
- 2. Promote the Spa events and programs to guests as they check-in
- 3. Be aware of other departments' promotions and sell them
- 4. Attend required staff meetings and training seminars
- 5. Know the telephone extension numbers of all departments and all managers

## **3. BUSINESS MANAGEMENT**

- 1. Handle all court reservations, water activities reservations and massage reservations accurately; adhere to the Spa policies regarding advance reservation times, length of booked time, no-shows, etc.; collect court fees, water activities fees and massage fees as applicable
- 2. Handle point of sale transactions and billing payment drop-offs; collect and record fees
- 3. Always maintain a supply of folded towels at the front desk
- 4. Serve as a resource for guests with questions about club policies, programs or services
- 5. Spa Supervisor will stay up-to-date with the Spa and Massage industry trends
- 6. Spa Supervisor may be asked to provide Spa and Massage treatments, depending on the level of business
- 7. Spa Supervisor assist in managing and maintaining high level industry standards in the Pro-shop

## **4. MAINTENANCE**

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1. Keep the reception area neat and clean at all time
2. Leave the premises once the shift is over and make sure that the Reception area is kept clean and neat
3. Report any broken equipment or accessories to the Assistant Spa Manager, Spa
4. Manager or to the Sports & Leisure Manager

## 5. SECURITY & SAFETY

1. Know the Fire and Emergency procedures
2. Know the procedures in case of incident in the Club's premises
3. In case of incident/accident, record on the designated sheet, copy to Spa Manager, Sports & Leisure Manager and Duty Manager
4. Know and enforce all club department policies and guidelines

## JOB PROFILE

### SKILLS & KNOWLEDGE REQUIREMENT:

1. Spa treatments skill, beauty products skill
2. Able to lead and manage people, able to communicate with customer at all level, able to give training on the Spa treatments and massage, able to supervise beauticians and therapists.
3. Knowledge required: spa treatments and hydrotherapy procedures, safety aspect procedures, room set up procedures.
4. Good command of verbal and written English at intermediate level.

### DESIRABLE QUALIFICATIONS:

1. Beautician School graduated
2. CPR certificate, certified beautician.
3. Min. experience 3 years as beautician or 1 year at the same position.

### A) APPEARANCE :

1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
2. Hair should be kept neat and clean. Long hair should be swept back from the face, tied up at all times. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed



for females.

5. Sport shoes must be worn in line with the uniform. Other shoes are not allowed.
6. All staff should maintain a professional image at all times. Small and light jewelry may be worn.
7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
8. Avoid wearing heavy fragrance and deodorants.
9. Staff must wear a smile. Warm, genuine and welcoming face always help members and guests become comfortable with the environment.

#### **B) LANGUAGE :**

1. All staff must project a professional image of the health and fitness profession in speech and conduct.
2. Avoid speaking in loud voices when in The Spa and the pool.
3. All discussions or meetings must be kept behind closed doors.
4. Always adopt a friendly tone when engaged in conversation with the members or guests.
5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
6. Never use abusive language or swear in the presence of clients.
7. All staff should always convey professionalism through body language.
8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

#### **C) DISCIPLINE :**

1. All staff must report to work at least 10 minutes before the commencement of their shift.
2. Staff should be in uniform and ready to start work before the clubs actually open.
3. No staff is permitted to leave The Spa before completing the official working hours UNLESS the Fitness Manager or Club Manager has given permission.
4. All staff must punch their time card before and when leaving work.

#### **D) THE SPA'S RULES :**

1. Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in the canteen.
2. Smoking and consumption of alcohol is prohibited in The Spa.

#### **E) PERSONAL MATTERS :**

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problem, speak to your



manager.

2. Staff must not make personal telephone calls unless it is very important.
3. Cellular phone is prohibited in The Spa in the working hours. It must be turned off at all time.
4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.

#### **F) EMPLOYEE RELATIONS :**

1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
2. Speak positively toward each other. Offer encouragement and compliments when deserved.
3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
6. Staff should not compete for clients.
7. Staff should be helpful toward each other in their duties and responsibilities.

## **BUSINESS ETHICS**

### **The Spa team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our Spa and about Indonesia.



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## CONFIDENTIALITY

The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ....

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

**TITLE:** MASSAGE SENIOR THERAPIST

**DEPARTMENT:** Sports & Leisure – Room Division  
**REPORTS TO:** Spa Supervisor, Assistant Spa Manager, Spa Manager and Sports & Leisure Manager

**RESPONSIBLE FOR:** Therapist

### JOB SUMMARY:

### RESPONSIBILITIES

To create a relaxing spa experience for guests. To greet each client with a positive and inviting attitude, and assist each one with any requests or problems he/she may have. Handle each client in a friendly and professional manner; make each one feel special. Customize your services to provide personalized attention, specifically to the needs and wants of the individual. Promote the sale of spa products and services.

### DUTIES

#### CUSTOMER SERVICE

1. Enthusiastically greet and assist each client in preparation for his/her treatment
2. Offer parting wishes to all clients as they leave the massage room

#### BUSINESS MANAGEMENT

1. Supervision, training and development of staff
2. Perform massage therapy/facials/body treatments professionally, catering to your client's needs
3. A clean, neat and professional appearance must be maintained at all times

#### COMMUNICATION

1. Promote spa and salon specials as well as ongoing services and products



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- 2. Strive to create loyal customers and ongoing clients; encourage clients to book continuing and future appointments
- 3. Strive to build a referral business
- 4. Attend required staff meetings and training seminars
- 5. Be aware of other departments' promotions and sell them

## **MAINTENANCE**

- 1. Keep all rooms clean and stocked for the next client or therapist
- 2. Always maintain a supply of folded towels in the room
- 3. Keep the used towels in the designated towel bin

## **SECURITY & SAFETY**

- 1. Know and enforce all club policies and guidelines
- 2. Be certified in both Medic 1<sup>st</sup> Aid and CPR

## **DISCLOSURE OF INFORMATION**

You do not at any time, in any form, or manner, either directly or indirectly divulge, disclose, or communicate to any person, firm, or corporation in any manner whatsoever any information of any kind, nature, or description concerning any matters affecting or relating to the business of employer, including, without limitation, the names of any its customers, the prices it obtains or has obtained, or at which it sells or has sold its products, or any other information concerning the business of employer, its manner of operation, or its plans, processes, or other date of any kind, nature, or description without regard to whether any or all of the foregoing matters would be deemed confidential, material, or important

## **OTHER RESPONSIBILITIES**

Other duties as requested by the Assistant Spa Manager, the Spa Manager or the Sports & Leisure Manager

## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

- 1. Massage and reflexology skill.
- 2. Able to give good massage and reflexology in a professional way, able to communicate with costumer at all level, able to give information to members/guests to regards the massage treatments.
- 3. Basic understanding of working English.



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## **DESIRABLE QUALIFICATIONS:**

1. High School graduated.
2. CPR training.

### **EXPERIENCE:**

At least 2 -3 in same position in 4 or 5 star properties

### **COMPUTER LITERATE:**

Yes

### **EDUCATION:**

Secondary school or above

### **AGE:**

Minimum 25 years old

### **WORKING CONDITIONS**

Perform other related duties as delegated by Management. Flexible.

### **NEEDED ATTRIBUTES**

#### **Aptitudes:**

Strong leadership. Ability to delegate and simplify all tasks to sub-ordinates, good communication. Be able to conduct prompt decision making and ability to analyze reports. Initiative, efficiency, planning, organizing, motivating, expenditure controlling and staff management. Communicative effectively, good personality and appearance.

#### **Temperament**

Ability to work under pressure.

### **BUSINESS ETHICS**

#### **The Spa team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

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We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our hotel and about Indonesia.

## **CONFIDENTIALITY**

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.**

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



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## Job Description

<b>JOB TITLE:</b>	Therapist
<b>DEPARTMENT:</b>	Health Spa & Leisure – Room Division
<b>REPORTS TO:</b>	Senior Therapist, Assistant Spa Manager, Spa Manager and Sports & Leisure Manager
<b>SUPERVISES:</b>	
<b>JOB SUMMARY:</b>	Responsible on day to day operation in The Spa Clinique

### DUTIES & RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may give for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all customers as assigned by Spa management.
2. Proficient in all phases of massage treatments including reflexology.
3. Perform Spa duties as assigned by Spa Management, when not performing massage service, i.e. checking the guest locker room and tidy up during the peak hour, collect the dirty towels, and do cleaning in the guest locker.
4. Work together with sport attendant to keep the staff locker clean, i.e. dry up the wash basin after used, clean up the shower and toilet after used and keep the staff locker tidy at all time.
5. Must observe hygiene standards of The Spa and remember that it is your responsibility to your client to maintain impeccable hygiene surroundings.
6. Responsible for the cleanliness massage room, shower room and room set up as constructed by the management, i.e. clean up the shower room every day and after members/guests used, broom/mopping the floor when needed, dusting the room and make the room tidy at all time.
7. Must provide in-room service to Hotel Guest when needed. This service will be done in a professional way and no additional services must be given if requested for extra money. If this happens you will be immediately dismissed from The Spa Clinique and Spa.
8. Responsible for members/guests satisfactory of the massage treatments.
9. Establish rapport with costumer to encourage continued business and regular clients.
10. Responsible for performs the proper and safe massage treatments.
11. Monitor stock level massage oil and report it to the Spa Clinique Supervisor. The massage oil re-fill is every Tuesday and Friday.
12. Work together with the receptionist for the massage booking and make the arrangement for the appointment.
13. Responsible for giving the proper information regarding the massage and the spa treatments in the price list.



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14. Other duties as assigned by Club Manager.

## **DUTIES**

### **CUSTOMER SERVICE**

1. Enthusiastically greet and assist each client in preparation for his/her treatment
2. Offer parting wishes to all clients as they leave the massage room

### **BUSINESS MANAGEMENT**

1. Perform massage therapy/facials/body treatments professionally, catering to your client's needs
2. A clean, neat and professional appearance must be maintained at all times

### **COMMUNICATION**

1. Promote spa and salon specials as well as ongoing services and products
2. Strive to create loyal customers and ongoing clients; encourage clients to book continuing and future appointments
3. Strive to build a referral business
4. Attend required staff meetings and training seminars
5. Be aware of other departments' promotions and sell them

### **MAINTENANCE**

1. Keep all rooms clean and stocked for the next client or therapist
2. Always maintain a supply of folded towels in the room
3. Keep the used towels in the designated towel bin

### **SECURITY & SAFETY**

1. Know and enforce all club policies and guidelines
2. Be certified in both Medic 1<sup>st</sup> Aid and CPR

### **DISCLOSURE OF INFORMATION**

You do not at any time, in any form, or manner, either directly or indirectly divulge,

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disclose, or communicate to any person, firm, or corporation in any manner whatsoever any information of any kind, nature, or description concerning any matters affecting or relating to the business of employer, including, without limitation, the names of any its customers, the prices it obtains or has obtained, or at which it sells or has sold its products, or any other information concerning the business of employer, its manner of operation, or its plans, processes, or other date of any kind, nature, or description without regard to whether any or all of the foregoing matters would be deemed confidential, material, or important

## **OTHER RESPONSIBILITIES**

Other duties as requested by the Assistant Spa Manager, the Spa Manager or the Sports & Leisure Manager

## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

1. Massage and reflexology skill.
2. Able to give good massage and reflexology in a professional way, able to communicate with costumer at all level, able to give information to members/guests to regards the massage treatments.
3. Basic understanding of working English.

### **DESIRABLE QUALIFICATIONS:**

1. High School graduated.
2. CPR training.

### **EXPERIENCE:**

At least 2 -3 in same position in 4 or 5 star properties

### **COMPUTER LITERATE:**

Yes

### **EDUCATION:**

High school or above, degree in health spa

### **AGE:**



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Minimum 25 years old

### **WORKING CONDITIONS**

Perform other related duties as delegated by Management. Flexible.

### **NEEDED ATTRIBUTES**

#### **Aptitudes:**

Strong leadership. Ability to delegate and simplify all tasks to subordinates, good communication. Be able to conduct prompt decision making and ability to analyze reports. Initiative, efficiency, planning, organizing, motivating, expenditure controlling and staff management. Communicative effectively, good personality and appearance.

#### **Temperament**

Ability to work under pressure.

### **BUSINESS ETHICS**

#### **The Spa team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our hotel and about Indonesia.



## CONFIDENTIALITY

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.**

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ....

Personnel Manager: ..... Signed: ..... Date: ...



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## Job Description

**JOB TITLE:****Beautician****DEPARTMENT:**

Sports &amp; Leisure – Room Division

**REPORTS TO:**

Spa Clinique Supervisor

**SUPERVISES:****JOB SUMMARY:**

Proficient in all phases of skin care, body and massage treatments including facial treatments, body waxing, spa treatments etc Monitor stock levels of all supplies necessary for beauty, spa and massage service and submits requisitions for products and accessories as required

**DUTIES & RESPONSIBILITIES:**

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all customers as assigned by Spa management.
2. Proficient in all phases of skin care, body and massage treatments, including facial treatments, body waxing, spa treatments
3. Knowledge and application of skin care and body product.
4. Responsible for the use and handling of the Spa equipment while serving clients.
5. Establishing rapport with costumer to encourage continued business and regular clients.
6. Work together with sport attendant to keep the staff locker clean, i.e. dry up the wash basin after used, clean up the shower and toilet after used, and keep the locker tidy at all time.
7. Perform Spa duties as assigned by the Spa Management, when not performing beauty, spa and massage service, i.e. check the guest locker and tidy up during peak hour, collect the dirty towels and do the cleaning in the guest locker.
8. Monitor stock levels of all supplies necessary for beauty, spa and massage treatment and report it to Spa Clinique Supervisor.
9. Responsible for cleanliness the treatment room and set up room as instructed by the management, i.e. clean up the shower room every day and after members/guests used, broom/mopping the floor when needed, dusting the room and keep the room tidy at all times.
10. Must observe hygiene standards of The Spa and remember that it is your responsibility to your client to maintain impeccable hygiene surroundings.
11. Work together with the receptionist for the booking treatments and make arrangement for the appointment.
12. Responsible for the members/guests satisfactory of the spa treatments.



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- 13. Responsible for giving a proper and safe spa treatment as constructed by the management.
- 14. Responsible for giving the proper information regarding the massage and the spa treatments in the price list.
- 15. Other duties as assigned by The Club Manager.

## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

- 1. Beauty treatments and massage skills.
- 2. Able to give information to members/guests to regards the spa & beauty products and treatments, able to communicate with the costumer at all level.
- 3. Knowledge required: beauty treatment procedure, room set up and safety aspect.
- 4. Basic understanding of working English.

### **DESIRABLE QUALIFICATIONS:**

- 1. Beauty School graduated.
- 2. CPR certificate, certified beautician.
- 3. Min. experience 3 years in the same position.

### **APPEARANCE:**

- 1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
- 2. Hair should kept neat and clean. Long hair should be swept back from the face, tied up at all time. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
- 3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
- 4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed for females.
- 5. Sport shoes must be worn in line with the uniform. Other shoes are not allows.
- 6. All staff should maintain a professional image at all time. Small and light jewelry may be worn.



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- 7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
- 8. Avoid wearing heavy fragrance and deodorants.
- 9. Staff must wear a smile. Warms, genuine and welcoming face always help members and guests become comfortable with the environment.

## **LANGUAGE:**

- 1. All staff must project a professional image of the health and fitness profession in speech and conduct.
- 2. Avoid speaking in loud voices when in The Spa and the pool
- 3. All discussions or meeting must kept behind closed doors.
- 4. Always adopt a friendly tone when engaged in conversation with the members or guests.
- 5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
- 6. Never use abusive language or swear in the presence of clients.
- 7. All staff should always convey professionalism through body language.
- 8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

## **DISCIPLINE:**

- 1. All staff must report to work at least 10 minutes before the commencement of their shift.
- 2. Staff should be in uniform and ready to start work before the clubs actually opens.
- 3. No staff is permitted to leave The Spa before completing the official working hours UNLESS the Fitness Manager or Club Manager has given permission.
- 4. All staff must punch their time card before and when leaving work.

## **THE SPA'S RULES:**

- 1. Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in the canteen.
- 2. Smoking and consumption of alcohol is prohibited in The Spa.



## **PERSONAL MATTERS:**

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problems, speak to your manager.
2. Staff must not make personal telephone calls unless it is very important.
3. Cellular phone is prohibited in The Spa in the working hours. It must be turned off at all time.
4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.

## **EMPLOYEE RELATIONS:**

1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
2. Speak positively toward each other. Offer encouragement and compliments when deserved.
3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
6. Staff should not compete for clients.
7. Staff should be helpful toward each other in their duties and responsibilities.

## **BUSINESS ETHICS**

### **The Spa team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.



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We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our Spa and about Indonesia.

## **CONFIDENTIALITY**

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.**

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



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## Job Description

**JOB TITLE:**

Costumer Relation Officer / Receptionist

**DEPARTMENT:**

Health Spa & Leisure – Rooms Division

**REPORTS TO:**

Fitness Manager

**SUPERVISES:**

Sport/Pool Attendant

**JOB SUMMARY:**

Responsible on day to day duties of CRO.

**DUTIES & RESPONSIBILITIES:**

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all members/guests when entering The Spa
2. Ensure the front desk is staffed at all time during your shift.
3. Ask for the membership cards upon entering the club to change with the locker key or ask guests to pay the appropriate fee.
4. Implement SOP for guests and members registration at The Spa.
5. Administer locker and workout kit for members and hotel guests as to procedures.
6. Receive and properly directs all incoming calls for The Spa.
7. Responsible for recording all appointments for The Spa Clinique and Hair Salon and confirmation of appointments.
8. Handle billing correctly, accurately and responsibly, make the transaction is completed before handed it to members or guests.
9. Promote and sell massage, hair salon and spa treatments.
10. Promote club activities, events, and fitness program as directed.
11. Maintain locker rental records – issue rental lockers.
12. Handle guest comments and complaints in a polite and professional manner.
13. Telephone clients if the Therapist/Beautician is running late in their schedule.
14. Complete the daily summary report every night to be submit to night audit and submit the copy every morning to the Club Manager.
15. Check the supplies at the front desk (plastic bags, paper panties, bath robes).
16. Responsible on reminding members regarding the monthly subs over due.
17. Responsible for the cleanliness of the reception’s counter.
18. Work together with Sport Attendant and Instructor during peak hours.
19. Ensure all the lights, TV, sound system turned off and the Gym and Hair Salon is well locked at the end of each day and brings the keys to security office.
20. Other duties as assigned by Club Manager.



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## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

1. Administration skill
2. Able to communicate with the costumer at all level, able to handle telephone conversation, make appointments
3. Knowledge required: Front desk procedures
4. Good command of verbal and written English at intermediate level

### **DESIRABLE QUALIFICATIONS:**

1. Min. High School graduated, Hotel School graduated
2. CPR training, computer certificate
3. Experience min. 1 years in the same position

### **APPEARANCE:**

1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
2. Hair should kept neat and clean. Long hair should be swept back from the face, tied up at all time. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed for females.
5. Sport shoes must be worn in line with the uniform. Other shoes are not allows.
6. All staff should maintain a professional image at all time. Small and light jewelry may be worn.
7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
8. Avoid wearing heavy fragrance and deodorants.
9. Staff must wear a smile. Warms, genuine and welcoming face always help members and guests become comfortable with the environment.



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## LANGUAGE:

1. All staff must project a professional image of the health and fitness profession in speech and conduct.
2. Avoid speaking in loud voices when in The Spa and the pool
3. All discussions or meeting must kept behind closed doors.
4. Always adopt a friendly tone when engaged in conversation with the members or guests.
5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
6. Never use abusive language or swear in the presence of clients.
7. All staff should always convey professionalism through body language.
8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

## DISCIPLINE:

1. All staff must report to work at least 10 minutes before the commencement of their shift.
2. Staff should be in uniform and ready to start work before the clubs actually opens.
3. No staff is permitted to leave The Spa before completing the official working hours UNLESS the Fitness Manager or Club Manager has given permission.
4. All staff must punch their time card before and when leaving work.

## THE SPA'S RULES:

1. Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in the canteen.
2. Smoking and consumption of alcohol is prohibited in The Spa.

## PERSONAL MATTERS:

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problems, speak to your manager.
2. Staff must not make personal telephone calls unless it is very important.
3. Cellular phone is prohibited in The Spa in the working hours. It must be turned off at all time.
4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.



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## EMPLOYEE RELATIONS:

1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
2. Speak positively toward each other. Offer encouragement and compliments when deserved.
3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
6. Staff should not compete for clients.
7. Staff should be helpful toward each other in their duties and responsibilities.

## BUSINESS ETHICS

### **The Spa team always believes and behaves in the following:**

We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our Spa and about Indonesia.

## CONFIDENTIALITY

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to any third party without express authorization from Senior Management of the hotel since**

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the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ....

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

<b>JOB TITLE:</b>	<b>Fitness Manager</b>
<b>DEPARTMENT:</b>	Health Spa & Leisure – Room Division
<b>REPORTS TO:</b>	Club Manager
<b>SUPERVISES:</b>	Fitness Instructor/Receptionist/Sport Attendant/Pool Attendant
<b>JOB SUMMARY:</b>	Responsible on day to day operational in the Health Club

### DUTIES & RESPONSIBILITIES:

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all costumer when entering The Spa .
2. Responsible for promoting personal training services.
3. Responsible for the motivational programs for the members.
4. Ensure that there is a duty instructor assigned during peak times in the Gym area.
5. Motivate your Fitness Staff to learn and update their current qualifications and health and fitness knowledge.
6. Responsible for the Fitness staff's training and workshops. At least one workshop should be carried out once a week.
7. Responsible for developing the aerobics schedule and attracting guest instructors to do classes here at The Spa.
8. Responsible for the Fitness Staff and Sport/Pool Attendant working schedule.
9. Responsible for overseeing the cleaning and maintaining of the gym equipment along with the fitness instructor and sport attendant team during off peak hour.
10. Responsible for the health and fitness articles for the monthly newsletter.
11. Responsible for helping and giving advice to members or guests with regards to their exercise program and equipment.
12. Ensure every new member receives a member orientation around the gym and is given a program card.
13. Responsible for training the Fitness Staff to do fitness assessments and personal health and fitness appraisals, including the futrex body composition analysis.
14. Ensure your Fitness team gets the member's to complete the exercise safety questionnaire and health screening form before any members or guest uses the gym for the first time.
15. Responsible for the general safety of members and guests whilst in the health club area.
16. Ensure the television, sound system and equipment turned off at the end of each day.
17. Ensure the gym area is never left unattended.
18. Help the Membership Consultant with a prospective client if needed.
19. Responsible for correcting bad or incorrect technique in a polite and professional manner.

20. Responsible for making attendance records and submits it to Personal Dept. every month.



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- 21. Handle guests comment and complaints in a polite and professional manner.
- 22. Complete Am/Pm and club sweep checklist.
- 23. Responsible for checking the cleanliness of the members locker and the club.
- 24. Responsible for the pool :
- 25. Make sure the pool is clean and the water is well maintain (right chemical is given for the water treatment).
- 26. Make sure all the equipment is in a good condition (work together with the engineering for maintenance).
- 27. Make sure the safety and security is always applied and no life is at risk.

## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

- 1. Little bit of administration skills, teaching aerobics classes and fitness equipment skill
- 2. Able to supervise junior employee, able to lead and managed people and, able to communicate with the costumer at all level, able to conduct training, able to make fitness program and have knowledge about body anatomy and muscle.
- 3. Knowledge required: Fitness Center procedures, various types of aerobics classes.
- 4. Good command of verbal and written English at intermediate level.

### **DESIRABLE QUALIFICATIONS:**

- 1. High school graduated, Sport school graduated.
- 2. CPR certificate, Certified Gym instructor, overseas training experiences and certificate.
- 3. Min. 4 years experience in the fitness instructor position, or 2 years in the same position.

### **APPEARANCE:**

- 1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
- 2. Hair should kept neat and clean. Long hair should be swept back from the face, tied up at all time. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
- 3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
- 4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed for females.
- 5. Sport shoes must be worn in line with the uniform. Other shoes are not allows.
- 6. All staff should maintain a professional image at all time. Small and light jewelry may be worn.



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7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
8. Avoid wearing heavy fragrance and deodorants.
9. Staff must wear a smile. Warms, genuine and welcoming face always help members and guests become comfortable with the environment.

## **LANGUAGE:**

1. All staff must project a professional image of the health and fitness profession in speech and conduct.
2. Avoid speaking in loud voices when in The Spa and the pool
3. All discussions or meeting must kept behind closed doors.
4. Always adopt a friendly tone when engaged in conversation with the members or guests.
5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
6. Never use abusive language or swear in the presence of clients.
7. All staff should always convey professionalism through body language.
8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

## **DISCIPLINE:**

1. All staff must report to work at least 10 minutes before the commencement of their shift.
2. Staff should be in uniform and ready to start work before the clubs actually opens.
3. No staff is permitted to leave The Spa before completing the official working hours UNLESS the Fitness Manager or Club Manager has given permission.
4. All staff must punch their time card before and when leaving work.

## **THE SPA'S RULES:**

1. Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in the canteen.
2. Smoking and consumption of alcohol is prohibited in The Spa.

## **PERSONAL MATTERS:**

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problems, speak to your manager.
2. Staff must not make personal telephone calls unless it is very important.
3. Cellular phone is prohibited in The Spa in the working hours. It must be turned off at all

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time.

4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.

## **EMPLOYEE RELATIONS:**

1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
2. Speak positively toward each other. Offer encouragement and compliments when deserved.
3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
6. Staff should not compete for clients.
7. Staff should be helpful toward each other in their duties and responsibilities

## **BUSINESS ETHICS**

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## CONFIDENTIALITY

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**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

**JOB TITLE:****Fitness Instructor****DEPARTMENT:**

Health Spa &amp; Leisure – Rooms Division

**REPORTS TO:**

Fitness manager

**SUPERVISES:**

Sport Attendant/Pool Attendant

**JOB SUMMARY:**

Responsible on day to day operational in the gym

**DUTIES & RESPONSIBILITY:**

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all when entering The Spa
2. Responsible for cleaning the gym equipment along with the sport attendant team during off peak hours.
3. Responsible for helping and giving advice to members or guests with regards to their exercise program and equipment and teaching aerobics classes.
4. Ensure every new member receives a member orientation around the gym and is given a program card.
5. Responsible for calling new members for an orientation appointment.
6. Responsible for fitness assessments and personal health and fitness appraisal, including the futrex body composition analysis.
7. Ensure the exercise safety questionnaire and health-screening form has been completed before any member or guest uses the gym for the first time.
8. Ensure the gym area never left unattended.
9. Helping the management staff with a prospective client if needed.
10. Responsible for keeping the exercise area clear of towels, magazine, cups and other obstruction.
11. Return all the free weight and equipment to its proper place at the end of each day. And make sure the cardio equipment and other exercise equipment clean before closed.
12. Ensure the television, sound system and equipment turned off at the end of each day.
13. Hand out towel to members and guests whilst exercising.
14. Responsible for correcting bad or incorrect technique in a polite and professional manner.
15. Promote club activities, events, nutrition consultation, personal training and fitness program to members.
16. Handle guest comment and complaint in a polite and professional manner.
17. Work together with pool attendant/sport attendant to watch the pool/locker room, while they are out for meal.
18. Complete Am/Pm and club sweep checklist.
19. Other duties as assigned by Club Manager.



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## **SKILLS & KNOWLEDGE REQUIREMENT:**

1. Teaching aerobics classes and fitness equipment.
2. Able to make fitness program, fitness assessment and know about body anatomy and muscle.
3. Knowledge required: Fitness procedures.
4. Good command of verbal and written English at intermediate level.

## **DESIRABLE QUALIFICATIONS:**

1. Min. High School graduated, Sport school graduated.
2. CPR certificate, Aerobics training certificate, certified gym instructor.
3. Minimum 5 years experience in the same position

## **APPEARANCE:**

1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
2. Hair should be kept neat and clean. Long hair should be swept back from the face, tied up at all times. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed for females.
5. Sport shoes must be worn in line with the uniform. Other shoes are not allowed.
6. All staff should maintain a professional image at all times. Small and light jewelry may be worn.
7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
8. Avoid wearing heavy fragrance and deodorants.
9. Staff must wear a smile. Warm, genuine and welcoming face always help members and guests become comfortable with the environment.



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## LANGUAGE:

1. 33. All staff must project a professional image of the health and fitness profession in speech and conduct.
2. 34. Avoid speaking in loud voices when in The Spa and the pool
3. All discussions or meeting must kept behind closed doors.
4. Always adopt a friendly tone when engaged in conversation with the members or guests.
5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
6. Never use abusive language or swear in the presence of clients.
7. All staff should always convey professionalism through body language.
8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

## DISCIPLINE:

1. All staff must report to work at least 10 minutes before the commencement of their shift.
2. Staff should be in uniform and ready to start work before the clubs actually opens.
3. No staff is permitted to leave The Spa before completing the official working hours UNLESS the Fitness Manager or Club Manager has given permission.
4. All staff must punch their time card before and when leaving work.

## THE SPA'S RULES:

1. Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in the canteen.
2. Smoking and consumption of alcohol is prohibited in The Spa.

## PERSONAL MATTERS:

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problems, speak to your manager.
2. Staff must not make personal telephone calls unless it is very important.
3. Cellular phone is prohibited in The Spa in the working hours. It must be turned off at all time.
4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.



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## EMPLOYEE RELATIONS:

1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
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3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
6. Staff should not compete for clients.
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## BUSINESS ETHICS

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Department Head: ..... Signed: ..... Date: ....

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

**TITLE:** SPORT MANAGER

**DEPARTMENT:** Health Club & Leisure – Room Division

**REPORTS TO:** Sports & Leisure Manager

**SUPERVISES:** All Sport Employees

**JOB SUMMARY:**

### RESPONSIBILITIES

To get and keep guests involved in club programming and activities utilizing all club sports, activity and fitness facilities. To offer a full, varied, innovative, and targeted calendar of club programs in seven main categories (instructional, competitive, social, recreational, educational, self-improvement, and excursions) and for all ages and ability levels. To coordinate the efforts of and provide direction to all managers and staff involved in providing programming to ensure proper scheduling, promotion, pricing, and execution (and ultimately customer satisfaction). To be a leader in setting the tone for creativity, innovation, and service in the program offerings.

### DUTIES

#### CUSTOMER SERVICE

Be aggressively hospitable with guests handle and resolve all member issues and concerns relating to adult and junior programming or departmental operations

#### BUSINESS MANAGEMENT

1. Industry-leading, innovative programs (both core-retention and for-profit); ensure that standards for quality, content and variety are met
2. Supervision, training and development of Staff
3. Customer participation (both volume and frequency) in club programming
4. Revenue (and net profit) generation
5. Optimal facility allocation; master plan
6. Master calendars maintained at least 3-6 months in advance
7. Meet / Exceed budgets for revenues, labor costs, direct costs in departments supervised

#### COMMUNICATION

1. Be aware of other departments' promotions and sell them
2. Attend required staff and management meetings and training seminars
3. Quality control and, oversight of all internal marketing promotional materials

#### SECURITY & SAFETY

1. Make sure that the Emergency set and the Medic 1<sup>st</sup> Aid box are always available and



always up-to-date

2. Operate the transmission equipment
3. Operate the Rescue Boat, Power Boat, Sailing Equipment
4. Follow and enforce all safety policies applicable to the Club

## **JOB PROFILE**

### **SKILLS & KNOWLEDGE REQUIREMENT:**

1. Teaching aerobics classes and fitness equipment.
2. Able to make fitness program, fitness assessment and know about body anatomy and muscle.
3. Knowledge required: Fitness procedures.
4. Good command of verbal and written English at intermediate level.
5. To provide a safe work environment that enables staff to carry out their work responsibilities
6. Quality control for programming department operations: Penguin Club, Racquets Activities, Beach activities, Gym, Excursions
7. Coordination of all club facility rentals
8. Identify training needs for staff and Sport Manager
9. Other responsibilities or projects as assigned by the Sports & Leisure Manager

### **DESIRABLE QUALIFICATIONS:**

1. Min. High School graduated, Sport school graduated.
2. CPR certificate, Aerobics training certificate, certified gym instructor.
3. Minimum 5 years experience in the same position

### **APPEARANCE:**

1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
2. Hair should be kept neat and clean. Long hair should be swept back from the face, tied up at all times. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed for females.
5. Sport shoes must be worn in line with the uniform. Other shoes are not allowed.
6. All staff should maintain a professional image at all times. Small and light jewelry may be



worn.

7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
8. Avoid wearing heavy fragrance and deodorants.
9. Staff must wear a smile. Warms, genuine and welcoming face always help members and guests become comfortable with the environment.

### **LANGUAGE:**

1. All staff must project a professional image of the health and fitness profession in speech and conduct.
2. Avoid speaking in loud voices when in The Spa and the pool
3. All discussions or meeting must kept behind closed doors.
4. Always adopt a friendly tone when engaged in conversation with the members or guests.
5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
6. Never use abusive language or swear in the presence of clients.
7. All staff should always convey professionalism through body language.
8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

### **DISCIPLINE:**

1. All staff must report to work at least 10 minutes before the commencement of their shift.
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4. All staff must punch their time card before and when leaving work.

### **THE SPA'S RULES:**

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2. Smoking and consumption of alcohol is prohibited in The Spa.

### **PERSONAL MATTERS:**

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problems, speak to your manager.
2. Staff must not make personal telephone calls unless it is very important.



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- 3. Cellular phone is prohibited in The Spa in the working hours. It must be turned off at all time.
- 4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.

## **EMPLOYEE RELATIONS:**

- 1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
- 2. Speak positively toward each other. Offer encouragement and compliments when deserved.
- 3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
- 4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
- 5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
- 6. Staff should not compete for clients.
- 7. Staff should be helpful toward each other in their duties and responsibilities.

## **BUSINESS ETHICS**

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**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



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## Job Description

**JOB TITLE:****Sport Attendant****DEPARTMENT:**

Health Spa &amp; Leisure – Room Division

**REPORTS TO:**

Fitness Manager

**SUPERVISES:****JOB SUMMARY:**

Responsible on daily sport attendant's Duties and pool attendant's duties

**DUTIES & RESPONSIBILITIES:**

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all members/guests when entering The Spa at .....
2. Administer locker and workout kit for members and hotel guests as to procedures if Members Relations are busy with other duties.
3. To ensure the sauna, steam room and whirlpool is turned on in both the female and male changing room first thing in the morning and switched off before closing.
4. Responsible for cleaning the gym equipment, i.e. wiping off sweat on the cardio machine and other exercise tools after members/guests usage.
5. Work together with fitness instructor to watch and stand by in the gym while the instructors are out for meal.
6. Responsible for taking order from members and guests at the juice bar and provides drink they order.
7. Regularly check the supplies in the changing rooms and liaise with housekeeping for additional items and to re-order stock.
8. To ensure the hairdryers are in working order.
9. To ensure all dirty towels and workout kit is placed in the basket after use and emptied throughout the day.
10. Responsible for general cleaning duties; such as wiping the equipment, counter tops, surfaces and general cleaning in The Spa area.
11. Daily cleaning of Jacuzzi, Sauna, Steam Room, Cold Plunge, Pool and the members changing room and shower, toilet and shower in the massage rooms. Fitness Manager will give cleaning schedule every week.
12. Responsible for all towels counts to and from Laundry.
13. Responsible for the workout kit count to and from Laundry
14. To be responsible for collecting and replacing towels and bath robes in the changing room and Massage and Treatment rooms.
15. Circulate around the changing rooms at least every 10 minutes when busy to tidy up after members and guests.



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- 16. Complete AM/PM and club sweep checklists.
- 17. Hand over information to the next person on duty.
- 18. Every week there will be a rotation schedule with the pool attendant.
- 19. Ensure the swimming pool is never left unattended and responsible for all Pool Attendant duties including safety aspect at the pool, when working at the pool (see Pool Attendant job description attached)
- 20. Other duties as assigned by The Fitness Manager / Club Manager.

## **JOB PROFILE**

### **SKILL & KNOWLEDGE REQUIREMENT:**

- 1. Have good knowledge about chemical and how to keep the facilities clean and hygiene.
- 2. Able to communicate with the costumer at all level, able to give explanation regarding the benefits of the spa facilities (sauna, steam, whirlpool and cold plunge).
- 3. Know how to operate the machine for the spa facilities.
- 4. Language requirement: able to communicate with members/guests on basic English conversation.

### **DESIRABLE QUALIFICATIONS:**

- 1. Minimum high school graduated.
- 2. CPR certificate
- 3. Experience in the same position min. 2 years.

### **APPEARANCE:**

- 1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
- 2. Hair should kept neat and clean. Long hair should be swept back from the face, tied up at all time. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
- 3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
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- 5. Sport shoes must be worn in line with the uniform. Other shoes are not allowed.
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- 7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
- 8. Avoid wearing heavy fragrance and deodorants.
- 9. Staff must wear a smile. Warms, genuine and welcoming face always help members and guests become comfortable with the environment.

## **LANGUAGE:**

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## **PERSONAL MATTERS:**

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- 4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.

## **EMPLOYEE RELATIONS:**

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## **BUSINESS ETHICS**

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## CONFIDENTIALITY

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**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee:..... Signed: ..... Date: .....

Department Head:..... Signed: ..... Date:...

Personnel Manager:..... Signed: ..... Date: ...



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## Job Description

**JOB TITLE:****LIFEGUARD SUPERVISOR****DEPARTMENT:**

Sports & Leisure

**REPORTS TO:**

Assistant Sport Manager, Sport Manager and Sports & Leisure

**SUPERVISES:**

Manager

Lifeguards

**JOB SUMMARY:**

In charge for the day-today operation ,supervision and security Around and at the swimming pool.

### RESPONSIBILITIES

To supervise the Lifeguards and to provide an alert and active supervision of adults and children utilizing the pool and deck facilities and/or the beach and to ensure the safety of all those in the pool area and/or on the beach. To politely but firmly enforce all pool rules and policies, in order to prevent accidents or emergency situations, and ensure the safety of all swimmers. To perform daily pool maintenance functions to uphold the Club standards for cleanliness and safety, and provide a neat, aesthetically pleasing aquatic environment for our members and guests. To develop rapport with pool/beach users of all ages and interests.

### DUTIES

#### CUSTOMER SERVICE

1. Assist guests with questions or problems
2. Alertly and actively supervise the pool areas, deck space and/or the beach area;
3. Make sure you are visible to all pool users/beach users and give them your undivided attention
4. A clean, neat and professional appearance must be maintained at all times

#### BUSINESS MANAGEMENT

1. Enforce all pool/beach rules and policies, fairly and consistently
2. Immediately intervene in any emergency situation or potentially hazardous situation
3. Be fully comfortable with using any of the club's rescue or safety equipment
4. Perform appropriate first aid and emergency care when an accident occurs
5. Promote aquatic programs through direct contact/interaction with pool/beach users
6. Implement and develop activities for members



## COMMUNICATION

1. Be aware of other departments' promotions and sell them
2. Attend required staff meetings and training seminars

## MAINTENANCE

1. Be familiar with the pool and swim programming schedule on a daily basis
2. Check pool temperature, chemical levels, and water clarity; make adjustments as necessary
3. Contact the Engineering Dept., the Assistant Sport Manager, the Sport Manager or the Sports & Leisure Manager if there is a problem with pool maintenance you are not qualified to handle alone
4. Keep the deck area neat and clean; ensure there are clear walkways around perimeter of pool, pick up towels, straighten and wipe down furniture, place litter in cans, put kickboards in storage bin, etc.
5. Complete daily cleaning checklists
6. Be familiar with pool walkthrough standards and conduct visual pool inspections throughout shift; note any discrepancies with standards and inform by the Engineering, the Assistant Sports & Leisure Manager or the Sports & Leisure Manager

## SECURITY & SAFETY

1. Continually practice life guarding skills; maintain required certifications (Red Cross/Red Crescent/PADI/NAUI lifeguard training; CPR for the basic rescuer; First Aid for the basic rescuer)
2. Participate in ongoing lifeguard training provided by the hotel

## DISCLOSURE OF INFORMATION

You do not at any time, in any form, or manner, either directly or indirectly divulge, disclose, or communicate to any person, firm, or corporation in any manner whatsoever any information of any kind, nature, or description concerning any matters affecting or relating to the business of employer, including, without limitation, the names of any its customers, the prices it obtains or has obtained, or at which it sells or has sold its products, or any other information concerning the business of employer, its manner of operation, or its plans, processes, or other date of any kind, nature, or description without regard to whether any or all of the foregoing matters would be deemed confidential, material, or important



## OTHER RESPONSIBILITIES

Other duties as requested by the Assistant Sport Manager, Sport Manager or by the Sports & Leisure Manager

## BUSINESS ETHICS

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**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

**JOB TITLE:****LIFEGUARD / SPORTS ATTENDANT****DEPARTMENT:**

Health Spa &amp; Leisure

**REPORTS TO:**

Lifeguard supervisor, Assistant Sport Manager, Sport Manager and Sports &amp; Leisure Manager

**SUPERVISES:**

None

**JOB SUMMARY:****RESPONSIBILITIES**

To provide an alert and active supervision of adults and children utilizing the pool and deck facilities and/or the beach and to ensure the safety of all those in the pool area and/or on the beach. To politely but firmly enforce all pool rules and policies, in order to prevent accidents or emergency situations, and ensure the safety of all swimmers. To perform daily pool maintenance functions to uphold the Club standards for cleanliness and safety, and provide a neat, aesthetically pleasing aquatic environment for our members and guests. To develop rapport with pool/beach users of all ages and interests.

**DUTIES****CUSTOMER SERVICE**

1. Assist members and guests with questions or problems
2. Alertly and actively supervise the pool areas, deck space and/or the beach area; make sure you are visible to all pool users/beach users and give them your undivided attention
3. A clean, neat and professional appearance must be maintained at all times

**BUSINESS MANAGEMENT**

1. Enforce all pool/beach rules and policies, fairly and consistently
2. Immediately intervene in any emergency situation or potentially hazardous situation
3. Be fully comfortable with using any of the club's rescue or safety equipment
4. Perform appropriate first aid and emergency care when an accident occurs
5. Promote aquatic programs through direct contact/interaction with pool/beach users
6. Implement and develop activities for members



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## COMMUNICATION

1. Be aware of other departments' promotions and sell them
2. Attend required staff meetings and training seminars

## MAINTENANCE

1. Be familiar with the pool and swim programming schedule on a daily basis
2. Check pool temperature, chemical levels, and water clarity; make adjustments as necessary
3. Contact the Engineering Dept., the Assistant Sports & Leisure Manager or the Sports & Leisure Manager if there is a problem with pool maintenance you are not qualified to handle alone
4. Keep the deck area neat and clean; ensure there are clear walkways around perimeter of pool, pick up towels, straighten and wipe down furniture, place litter in cans, put kickboards in storage bin, etc.
5. Complete daily cleaning checklists
6. Be familiar with pool walkthrough standards and conduct visual pool inspections throughout shift; note any discrepancies with standards and inform by the Engineering, the Assistant Sports & Leisure Manager or the Sports & Leisure Manager

## SECURITY & SAFETY

1. Continually practice life guarding skills; maintain required certifications (Red Cross/Red Crescent/PADI/NAUI lifeguard training; CPR for the basic rescuer; First Aid for the basic rescuer)
2. Participate in ongoing lifeguard training provided by the hotel

## DISCLOSURE OF INFORMATION

You do not at any time, in any form, or manner, either directly or indirectly divulge, disclose, or communicate to any person, firm, or corporation in any manner whatsoever any information of any kind, nature, or description concerning any matters affecting or relating to the business of employer, including, without limitation, the names of any its customers, the prices it obtains or has obtained, or at which it sells or has sold its products, or any other information concerning the business of employer, its manner of operation, or its plans, processes, or other date of any kind, nature, or description without regard to whether any or all of the foregoing matters would be deemed confidential, material, or important



## OTHER RESPONSIBILITIES

Other duties as requested by the Lifeguard Supervisor, Assistant Sport Manager, Sport Manager or by the Sports & Leisure Manager

## BUSINESS ETHICS

### **The Spa team always believes and behaves in the following:**

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## CONFIDENTIALITY

**The hotel requires that you will not (either during or after your employment), divulge any information acquired by you about the company, its customers and associated business to**



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**any third party without express authorization from Senior Management of the hotel**

**Since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood that there will be some additional and new attachments in the future as the business will be increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.**

**I have read, understood and agree to this job description, all my duties and responsibilities.**

Employee: ..... Signed: ..... Date: .....

Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



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## Job Description

**JOB TITLE:****Pool Attendant****DEPARTMENT:****Health Spa & Leisure****REPORTS TO:****Fitness Manager****SUPERVISES:****JOB SUMMARY:**

Responsible on daily pool duties and sport attendant's duties.

**DUTIES and RESPONSIBILITIES:**

“Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may give for tasks outside the scope of work described”:

1. Responsible for providing high quality service to all members and guests when using the swimming pool facilities.
2. Responsible for daily cleaning of the swimming pool including the tiles and surrounding areas of the pool, loungers and poolside tables.
3. Ensure the swimming pool is never left unattended.
4. Responsible for checking the chlorine levels and adding chemicals whenever necessary and make the record of water temperature every day.
5. Responsible for collecting and replacing towels and bath robes whenever necessary.
6. Responsible for taking order from members or guests and work together with the Restaurant staff to serve drink and meal.
7. Every morning put up the umbrellas and place clean towels on the pool counter so they are ready to use.
8. When it starts to rain, collect all towels and mattress and put the umbrellas down if members or guests are not using them. After the rain has stopped, wipe down the seats and loungers and put the mattresses back for members and guests to use.
9. Responsible for the swimming pool changing rooms. Liase with housekeeping for additional items and to re-order stock if needed.
10. Ensure all the dirty towels are collected and placed in the basket after use and emptied throughout the day.
11. Check the changing rooms when busy, to tidy up after members and guests.
12. Responsible for making the report to Fitness Manager/Club Manager for any damage or any items need to be fixed and work together with Engineering for maintenance.
13. Complete AM/PM checklist.
14. Hand over information to the next person on duty.
15. Responsible for the safety aspect on the pool area, members and guests, and responsible for providing swimming lesson to members or guests.
16. Every week the Fitness Manager will arrange the rotation schedule with the sport



attendant.

17. Responsible for all Sport Attendant duty when working at The Spa, including cleanliness and tidiness (see Sport Attendant job description attached)
18. Responsible for general cleaning duties; such as changing room, toilet, storage room, machine room, pool and surrounding.
19. Other duties as assigned by The Fitness Manager or Club Manager.

## **JOB PROFILE**

### **SKILL & KNOWLEDGE REQUIREMENT:**

1. Have good knowledge about pool maintenance and chemicals
2. Able to swim and able to teach swimming lesson.
3. Language requirement: Able to understand and communicate on Basic English conversation.

### **DESIRABLE QUALIFICATIONS:**

1. Minimum high school graduated
2. CPR Training Certificate, Life Guard Certificate
3. Experience on the same position min. 2 years

### **APPEARANCE:**

1. All staff must wear their respective uniforms with their name badges pinned on while on duty. Uniforms should be well pressed and stain free.
2. Hair should be kept neat and clean. Long hair should be swept back from the face, tied up at all times. Colours of hair accessories should be limited to The Spa's corporate colours of red, black or white.
3. Female staff should wear minimal make up to project the image of our profession. Make up should be minimal and tastefully done.
4. Fingernails should be kept short, clean and manicured. Only clear nail polish is allowed for females.
5. Sport shoes must be worn in line with the uniform. Other shoes are not allowed.
6. All staff should maintain a professional image at all times. Small and light jewelry may be worn.
7. All staff is expected to pay attention to their personal hygiene especially odor and oral freshness.
8. Avoid wearing heavy fragrance and deodorants.



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9. Staff must wear a smile. Warms, genuine and welcoming face always help members and guests become comfortable with the environment.

## **LANGUAGE:**

1. All staff must project a professional image of the health and fitness profession in speech and conduct.
2. Avoid speaking in loud voices when in The Spa.
3. All discussions or meeting must kept behind closed doors.
4. Always adopt a friendly tone when engaged in conversation with the members or guests.
5. Refrain from speaking with other colleagues in an informal manner in the presence of your clients.
6. Never use abusive language or swear in the presence of clients.
7. All staff should always convey professionalism through body language.
8. Your posture, gestures and facial expressions should reflect a warm, caring disposition and communicate The Spa's values.

## **DISCIPLINE:**

1. All staff must report to work at least 10 minutes before the commencement of their shift.
2. Staff should be in uniform and ready to start work before the clubs actually opens.
3. No staff is permitted to leave The Spa before completing the official working hours UNLESS the Fitness Manager or Club Manager has given permission.
4. All staff must punch their time card before and when leaving work.

## **THE SPA'S RULES:**

1. Consumption of food and beverages is prohibited in The Spa. All food and drink must be consumed in the canteen.
2. Smoking and consumption of alcohol is prohibited in The Spa.

## **PERSONAL MATTERS:**

1. Staff is not expected to let their personal problems interfere with their work. Do not share your problems with your clients. If you have a work related problems, speak to your manager.
2. Staff must not make personal telephone calls unless it is very important.
3. Cellular phone is prohibited in The Spa in the working hours. It must turn off at all time.
4. Staff must keep their belongings in the staff lockers provided in The Spa Health Club.



## **EMPLOYEE RELATIONS:**

1. The success of The Spa ..... depends on the teamwork, excellence and dedication of its staff. We should all work toward creating a happy and efficient working environment.
2. Speak positively toward each other. Offer encouragement and compliments when deserved.
3. Share your knowledge, skills and ideas to promote advancement of skills and treatments.
4. Interpersonal conflicts should never be left unresolved. Try to resolve your differences together. If problems remain unresolved, they should be brought up to the management.
5. Refrain from gossiping among your colleagues. Criticism and personal opinions should be kept to yourself.
6. Staff should not compete for clients.
7. Staff should be helpful toward each other in their duties and responsibilities.

## **BUSINESS ETHICS**

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Department Head: ..... Signed: ..... Date:....

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

**JOB TITLE:****TENNIS COACH****DEPARTMENT:**

Health Spa &amp; Leisure – Room Division

**REPORTS TO:**

Assistant Sport Manager, Sport Manager, Sports &amp; Leisure Manager

**SUPERVISES:**

None

**JOB SUMMARY:****RESPONSIBILITIES**

To help customers attain and maintain their tennis goals, and help make it FUN for them. To provide personal, friendly service to all customers, and ensure that every person using the tennis court has at least one positive interaction with the tennis coach. Make customers' safety a top priority by providing knowledgeable tennis instruction and advice, by constantly monitoring customer usage of equipment to ensure proper form and methods, and by making sure all tennis equipment is in excellent working condition. Assist in the new customer integration process by providing individualized, thorough tennis assessments and exercise prescriptions, and by following up on customers' progress.

**DUTIES****CUSTOMER SERVICE**

1. Aggressive hospitality on the tennis court; thorough coverage and supervision; be accessible and visible
2. Greet or interact with every customer, get to know and use customers' names
3. Instruct customers in the proper usage of tennis equipment; correct poor or unsafe form

**BUSINESS MANAGEMENT**

1. Be knowledgeable in the instruction protocols
2. Conduct tennis assessments and develop safe, effective exercise programs for customers and guests according to their needs and goals (and physical limitations, if any)
3. Conduct orientations for new customers
4. Conduct follow-up appointments with customers to assess progress and adjust programs
5. Promote tennis programs and other club sports and activities to customers
6. Implement safe kids' programs
7. Participate in on-shore beach activities with customers when possible after informing



or if asked by Assistant Sport Manager, Sport Manager, Sports & Leisure Manager

8. A clean, neat and professional appearance must be maintained at all times

## COMMUNICATION

1. Be aware of other departments' promotions and sell them
2. Attend required staff meetings and training seminars
3. Know and enforce all club department policies and guidelines

## MAINTENANCE

1. Ensure tennis courts are neat and clean at all times; complete "cleaning duty" checklists
2. Clean equipment and perform minor repairs/adjustments as needed; test equipment regularly to ensure it is working properly
3. Inform the Assistant Sport Manager, the Sport Manager or the Sports & Leisure Manager of any equipment malfunctions or safety issues immediately
4. Store tennis rackets and tennis balls as needed

## SECURITY & SAFETY

1. Be certified in both Medic 1<sup>st</sup> Aid and CPR
2. Follow and enforce all safety policies applicable to the Hotel

## DISCLOSURE OF INFORMATION

You do not at any time, in any form, or manner, either directly or indirectly divulge, disclose, or communicate to any person, firm, or corporation in any manner whatsoever any information of any kind, nature, or description concerning any matters affecting or relating to the business of employer, including, without limitation, the names of any its customers, the prices it obtains or has obtained, or at which it sells or has sold its products, or any other information concerning the business of employer, its manner of operation, or its plans, processes, or other date of any kind, nature, or description without regard to whether any or all of the foregoing matters would be deemed confidential, material, or important



## OTHER RESPONSIBILITIES

Other duties as requested by the Assistant Sport Manager, the Sport Manager or the Sports & Leisure Manager

## BUSINESS ETHICS

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Department Head: ..... Signed: ..... Date: ...

Personnel Manager: ..... Signed: ..... Date: ...



## Job Description

**JOB TITLE:****Children Club Attendant****DEPARTMENT:**

Health Spa &amp; Leisure

**REPORTS TO:**

Assistant Sport Manager, Sport Manager and Sports &amp; Leisure Manager

**SUPERVISES:**

None

**JOB SUMMARY:****RESPONSIBILITIES**

To ensure the Kid's Club area (including the children playground) is clean, neat, well maintained and safe. Objective is to meet all hotel's standards for service, cleanliness and safety. Complete all duties (mainly but not limited to children security...) while minimizing impact on children full enjoyment of the Playground facilities. Organize and supervise activities for children. Be accessible to guests and available to service or help them with any questions or problems while in the hotel. Enforce all hotel policies relating to the Playground and Kid's club. Stay informed of current sales and marketing promotions (internal and external), current club programming, and special events or functions occurring each day. Inform parents of the hotel policy with regards to the Playground and Kid's club.

**DUTIES****CUSTOMER SERVICE**

1. Enthusiastically greet and check in children and their parents as they enter the Kid's club
2. Initiate the registration process
3. Offer a parting wish to all children and their parents as they exit the Playground and Kid's club
4. A clean, neat and professional appearance must be maintained at all times

**BUSINESS MANAGEMENT**

Serve as a resource for guests with questions about club policies, programs or services



## COMMUNICATION

1. Promote club events and programs to members as they check-in
2. Be aware of other departments' promotions and sell them
3. Attend required staff meetings and training seminars
4. Know the telephone extension numbers of all departments and all managers

## MAINTENANCE

1. Keep the Playground and Kid's club area neat and clean at all time
2. Leave the premises once the shift is over and make sure that the Playground and Kid's club area is kept clean and neat
3. Report any broken equipment or accessories to the Assistant Sport Manager, the Sport Manager or to the Sports & Leisure Manager

## SECURITY & SAFETY

1. Be certified in both Medic 1<sup>st</sup> Aid and CPR
2. Know the Fire and Emergency procedures
3. Know the procedures in case of incident in the Club's premises
4. In case of incident/accident, record on the designated sheet, copy to Sports & Leisure Manager and Duty Manager
5. Know and enforce all club department policies and guidelines

## DISCLOSURE OF INFORMATION

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## OTHER RESPONSIBILITIES

Other duties as requested by the Assistant Sport Manager, the Sport Manager or by the Sports & Leisure Manager

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Personnel Manager: ..... Signed: ..... Date: ...